



Learning & Development
Specialist Group

Enabling the
information society

SFIA and Curriculum Design

Mrs Susan Bailey

SFIA and Curriculum design

Susan Bailey Cert Ed. MSc
CITP Chartered Fellow BCS
Principal Lecturer & Field Chair IS
University of Northampton (UoN)
First MSc in IT Service Management.

Worked in IT industry for 40 years
Member itSMF ; Vice Chairman of the
itSMF Special Interest Group (SIG)
on Education;

Member of Skills Framework for the
Information Age (SFIA) Council
SFIA Accredited Prince2® Practitioner
Member of Northamptonshire
Branch of BCS Chartered Institute of IT

susan.bailey@northampton.ac.uk



Why is SFIA important



- Gained industry-wide recognition and support from : e-skills, BCS - Chartered Institute of IT, IET, IMIS, Intellect, OGC, itSMF and the DTI with partners across the world.
- Its become global and has been translated into Japanese, Chinese and Latin American Spanish.
- Allows employers to measure the skills they have against the skills they need and identify skill gaps . SFIPlus model clarifies skills
- **Quantifies the skills of the IT labour market across the world**
- Regularly reviewed and updated to reflect current industry needs
- Latest release SFIAv5 December 11

SFIA Quantifies the skills of the IT labour market across the world ?

So how and why can this be applied within universities?:

- Universities provide global education
- Curriculum design continually evolves
- Students pay more for their education
- So...they need to be given the skills that will make them global players when they leave university
- SFIA is a natural choice to use when designing courses and modules. Practical , transferable skills can embedded into the assessments then applied practically and measured.



Embedding vs Aligning



- Practical application
- More than using the language
- Used to direct and shape content
- Means of adding value
- Not a 'box ticking' exercise
- Recognise opportunities for improved professionalism
- Creation of robust skills sets within modules
- Address real industry requirements



Embedding SFIA



- Practical and strategic application
- Used to shape descriptions and (learning) objectives at all levels
 - Programme/Course
 - Module
 - Assessment
- Apply SFIA terminology to
 - Practical SFIA terms as assessment tools
 - Key phrases that capture intention



Determining Assessment Strategies



- ✓ Iterative process
- ✓ Requires knowledge of level descriptions of the SFIA tasks
- ✓ Start at a module level
- ✓ Identify key SFIA terminology
- ✓ Reflect the variety of tools used in SFIA descriptions
- ✓ Incorporate all the available tools into a draft assessment strategy

Writing Assessments



Strategies in modules and courses

- ✓ Adopt associated SFIA task descriptors into your module descriptions
- ✓ Adopt key phrases that capture the intention of the module
- ✓ Embed SFIA terms and language clearly into assessments
goals and objectives
- ✓ Assign SFIA terms and language as student objectives
- ✓ Determine SFIA language available for tools

Coordinating Assessments



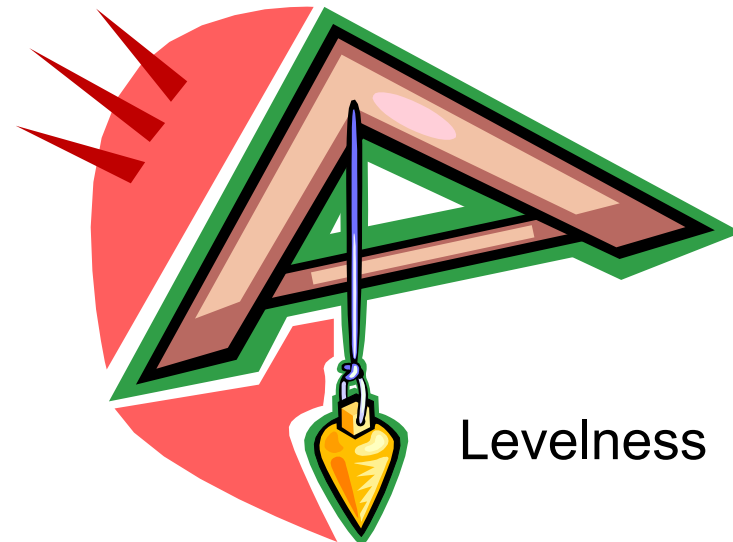
- ✓ Coordinate assessment tools across modules
- ✓ Visually map tools across modules
 - Promotes variety across programmes
- ✓ Visual representation facilitates timely and straightforward identification of :
 - Over use assessment tools
 - Scope to introducing alternative assessment tools

Professional Skills



The Seven Levels

1. Follow
2. Assist
3. Apply
4. Enable
5. Ensure/advise
6. Initiate/influence
7. Set strategy/inspire/mobilise



Embedding Service Management into the curriculum



Service management

Service strategy	IT management	ITMG					5	6	7
	Financial management for IT	FMIT				4	5	6	
Service design	Capacity management	CPMG				4	5	6	
	Availability management	AVMT				4	5	6	
	Service level management	SLMO	2	3	4	5	6	7	
Service transition	Service acceptance	SEAC				4	5	6	
	Configuration management	CFMG	2	3	4	5	6		
	Asset management	ASMG				4	5	6	
	Change management	CHMG	2	3	4	5	6		
	Release and deployment	RELM			3	4	5	6	
Service operation	System software	SYSP				3	4	5	
	Security administration	SCAD				3	4	5	6
	Radio frequency engineering	RFEN		2	3	4	5	6	
	Application support	ASUP		2	3	4	5		
	IT operations	ITOP	1	2	3	4			
	Database administration	DBAD		2	3	4	5		
	Storage management	STMG				3	4	5	6
	Network support	NTAS		2	3	4	5		
	Problem management	PBMG				3	4	5	
	Service desk and incident management	USUP	1	2	3	4	5		
	IT estate management	DCMA				3	4	5	6

Source BCS SFIPlus v4 leaflet

Service Design SFIAv5



Capacity management (CPMG)

The management of the capability, functionality and sustainability of service components (including hardware, software and network) to meet current and forecast needs in a cost effective manner.....

Availability management (AVMT)

The definition, analysis, planning, measurement and improvement of all aspects of the availability

Service level management (SLMO)

The planning, implementation, control, review and audit of service provision, to meet customer business requirements. This includes negotiation, implementation and monitoring of service level agreements, and the ongoing management of operational facilities to provide the agreed levels of service, seeking continually and proactively to improve service delivery and sustainability targets.

Service level management Code SLMO



Overall description

The planning, implementation, control, review and audit of service provision, to meet customer business requirements. This includes negotiation, implementation and monitoring of service level agreements, and the ongoing management of operational facilities to provide the agreed levels of service, seeking continually and proactively to improve service delivery and sustainability targets.



Source SFIA website sfia.org.uk

Level 2 Assist and 3 Apply



- Level 2 description

Monitors and logs the actual service provided, compared to that required by service level agreements. **Dilemma**



Log service provided

Compare and Contrast against required service

- Level 3 description

Monitors service delivery performance metrics and liaises with managers and customers to ensure that service level agreements are not breached without the stakeholders being given the opportunity of planning for a deterioration in service.

Momentum World Wide for employability skills in universities



Dr Aileen Cater-Steel from the University of Southern Queensland & colleagues from Berlin and Canada have recently produced key papers on ITSM in the curriculum which endorses University of Northampton's commitment to SFIA skills.

Aileen's research concludes that "Universities have a responsibility to equip graduates with the knowledge and skills to be productive in their work environment... the discipline of IT Service Management (ITSM) has become globally recognized as critical to organizations. Academia appears to be lagging industry in providing education in this field. The outcomes of the analysis highlight the need for professional development and industry certification of Lecturers, the importance of networking with local industry practitioners, and the importance of maintaining course materials to keep current with frameworks used in the ICT industry."(Cater –Steel A et al 2010 p 64)

Where do we go from here?



- Recognise that entrepreneurship, internationalisation and employability are key drivers in universities
- Regularly review the embedding of SFIA skills into the curriculum, in order to meet the employability needs of industry
- Feedback to the SFIA forum as appropriate
- Encourage the SFIA foundation to embrace change in support of universities. Namely to consider the expanding of the lower level skills 1. Follow 2. Assist and 3. Apply to enable universities to generate the “Information Age Apprentice” skilled and ready



Any Questions



References

Cater-Steel, Aileen and Hine, Michael J. and Grant, Gerald (2010) *Embedding IT service management in the academic curriculum: a cross-national comparison*. *Journal of Global Information Technology Management*, 13 (4). pp. 64-92.

SFIA Foundation. SFIA version 5 is here *[online]* Available at <:
<http://www.sfia.org.uk/>> [Accessed on 25th May 2012]

University of Northampton- Business Computing Courses and MSc IT Service Management : *[online]* Available at
<:
<http://www.northampton.ac.uk/info/200188/subject-areas/545/information-sciences-and-business-computing/>> [Accessed on 25th May 2012]

SFIA Pocket book *[online]* Available at <:
<http://www.itsmf.co.uk/Shop/Products/SFIAAPocketOverview.aspx>>
[Accessed on 25th May 2012]